



June 26, 2015

To: Executive Board

Subject: **May 2015 Performance Indicators Report**

Recommendation

Receive and file the May 2015 Performance Indicators Report.

Summary

This report provides an analysis of Foothill Transit's nine key performance indicators for May 2015. Performance indicators are derived from data collected from a variety of sources including the fareboxes on buses, reports from the contractors, and financial performance data.

In May 2015, Foothill Transit achieved eight out of nine key performance indicators goals. The performance indicators met for the month are: preventable accidents per 100,000 miles; schedule adherence; miles between service interruptions; complaints per 100,000 boardings; average hold time; farebox recovery ratio; and average cost per vehicle service hour.

System performance is summarized below. Further detail on each performance measure follows in the analysis section of this item.

- **Boardings** – Overall boardings recorded by the farebox for the month was 1.20 million boardings – a six percent decrease from the same month last year.
- **Fare Revenue** – Total fare revenue for the month was \$1.67 million. The average fare was \$1.39 per boarding.
- **Operating Expenses** – Total monthly operating expenses were \$6.15 million, resulting in an average cost per service hour of \$89.42.
- **Accidents** – The system averaged 0.40 preventable accidents per 100,000 miles. This is a 15 percent lower compared to last fiscal year.
- **Customer Complaints** – Foothill Transit received 14.20 complaints per 100,000 boardings in May 2015.
- **Schedule Adherence** – This month, Foothill Transit recorded 85.7 percent on-time performance. This is a five percent improvement from May of last year.



Analysis

In order to accomplish its mission, Foothill Transit focuses on the following goals:

Goal 1: Operate a safe transit system.

Goal 2: Provide outstanding customer service.

Goal 3: Operate an effective transit system.

Goal 4: Operate an efficient transit system.

These goals provide a framework to quantify and measure how well Foothill Transit is performing. *Attachments A – L* show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2014-2015.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, fare revenues, vehicle service hours, and total operating expenses incurred throughout the month.

Attachment A summarizes system goals and performance indicators for May 2015. *Attachment L* provides additional operations-related performance measures for the month.

Total Boardings and Total Revenues

In May 2015, Foothill Transit buses had 1.20 million boardings. Fiscal year-to-date, boardings have increased one percent over the same period the previous year for a total of 13.5 million boardings. However, compared with the same month last year, boardings decreased 5.5 percent on local lines, 9.5 percent on local express lines, and 3.1 percent on express lines.

Total fare revenue recorded this month was \$1.67 million, a two percent increase from the same month last year. Fiscal year-to-date, the agency has collected \$17.43 million in fare revenue, a one percent increase compared to last year's year-to-date performance.

Total operating expenditures in May 2015 were \$5.64 million for the month. Year-to-date, operating expenses are 10 percent higher than last fiscal year as a result of increases in service hours and improvements to service quality.

Attachment B shows total boardings and revenue for the past 13 months.



Goal 1: Operate a Safe Transit System

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety with the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 or fewer preventable accidents per 100,000 miles for this fiscal year. In May 2015 Foothill Transit met the performance target with an average of 0.40 preventable accidents per 100,000 miles. Fiscal year-to-date, Foothill Transit has an average of 0.72 preventable accidents per 100,000 miles, a 53 percent decline from the same period the previous year.

Foothill Transit's operations team continues to work closely with the contractors at the yards to improve safety performance. Foothill Transit is currently analyzing historical accident data to conduct targeted safety and accident prevention work.

Attachment C provides a summary of preventable accidents per 100,000 miles.

Goal 2: Provide Outstanding Customer Service

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time for customers calling the customer comment line.

Schedule Adherence

Foothill Transit has adopted a goal of 85 percent on-time performance for this fiscal year. In May 2015, the agency achieved 85.7 percent on-time performance on all lines. This is a five percent improvement over last year. Fiscal year-to-date, on-time-performance is 83.0 percent, a six percent improvement from the same period the previous year.

Quality Assurance staff have been closely monitoring the SMARTBus system and working with the operations contractors to ensure that bus service runs on schedule. Foothill Transit's planning staff has also worked with the operations contractors to improve schedule adherence with better run cuts and interlining.



Attachment D charts historical on-time performance for the agency.

Average Miles Between Service Interruptions

In May 2015, Foothill Transit averaged 24,030 miles between service interruptions. This indicator not only measures the overall performance of both contractors' maintenance departments, but also reflects customer delays from mechanical service interruptions. Year-to-date, Foothill Transit has averaged 27,463 miles between service interruptions, meeting the performance target of 15,000 miles between service interruptions.

Attachment E compares the average miles between service interruptions with the performance standard.

Complaints per 100,000 Boardings

In May 2015, Foothill Transit received 14.20 complaints per 100,000 boardings. This achieves the performance target of 15 complaints per 100,000 boardings, and is an 11 percent improvement from the same period the previous year.

Forty-six percent of the complaints received this month were related to schedule adherence and 16 percent were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas by closely monitoring bus operations in the field and through the SMARTBus system.

Attachment F provides a summary of complaints per 100,000 boardings.

Average Hold Time

Phone systems at Foothill Transit's five Transit Stores provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 16 seconds this month is well below the performance target of 45 seconds. There were 25,847 calls received in May 2015.

Attachment G provides a summary of average hold time.

Goal 3: Operate an Effective Transit System

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.



Boardings per Vehicle Service Hour

Foothill Transit buses averaged 19.0 boardings per vehicle service hour in May 2015. This does not meet the performance target of 19.5 boardings per service hour and is 11 percent less than the same month last year (21.3 boardings per service hour). Fiscal year-to-date, Foothill Transit has had an average of 19.4 boardings per service hour, a seven percent decline from the same period the previous year. The operation of eight percent more service hours along with a decline ridership this year explains this change in system performance.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

The fiscal year 2014-2015 performance target for average weekday boardings is 48,900 boardings. Year-to-date, Foothill Transit buses are averaging 49,240 weekday boardings. This is a one percent increase over the same period the previous year. In May 2015, there were 49,274 average weekday boardings which is a four percent decline from May in the previous year.

Attachment I, Average Weekday Boardings, shows the history of this indicator for the entire bus system.

Goal 4: Operate an Efficient Transit System

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

Farebox Recovery Ratio

The farebox recovery ratio is calculated by dividing total fare revenue by total operating expense. The month's farebox recovery ratio was 29.51 percent. Fiscal year-to-date, farebox recovery is at 26.83 percent, a decrease from last year's figure of 29.18 percent for the same year-to-date period.

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator over time.

Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this month was \$89.42, which meets the fiscal year target of \$101.48. This is seven percent lower than last year's average cost per service hour of \$96.01. The year-to-date cost per vehicle service hour figure of \$93.42 for fiscal year 2014-2015 is two percent



higher than the average cost of \$91.99 in fiscal year 2013-2014.

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator over time.

Sincerely,

A handwritten signature in blue ink that reads "Stephanie B. Mak".

Stephanie B. Mak
Quality Assurance Analyst

A handwritten signature in blue ink that reads "Doran J. Barnes".

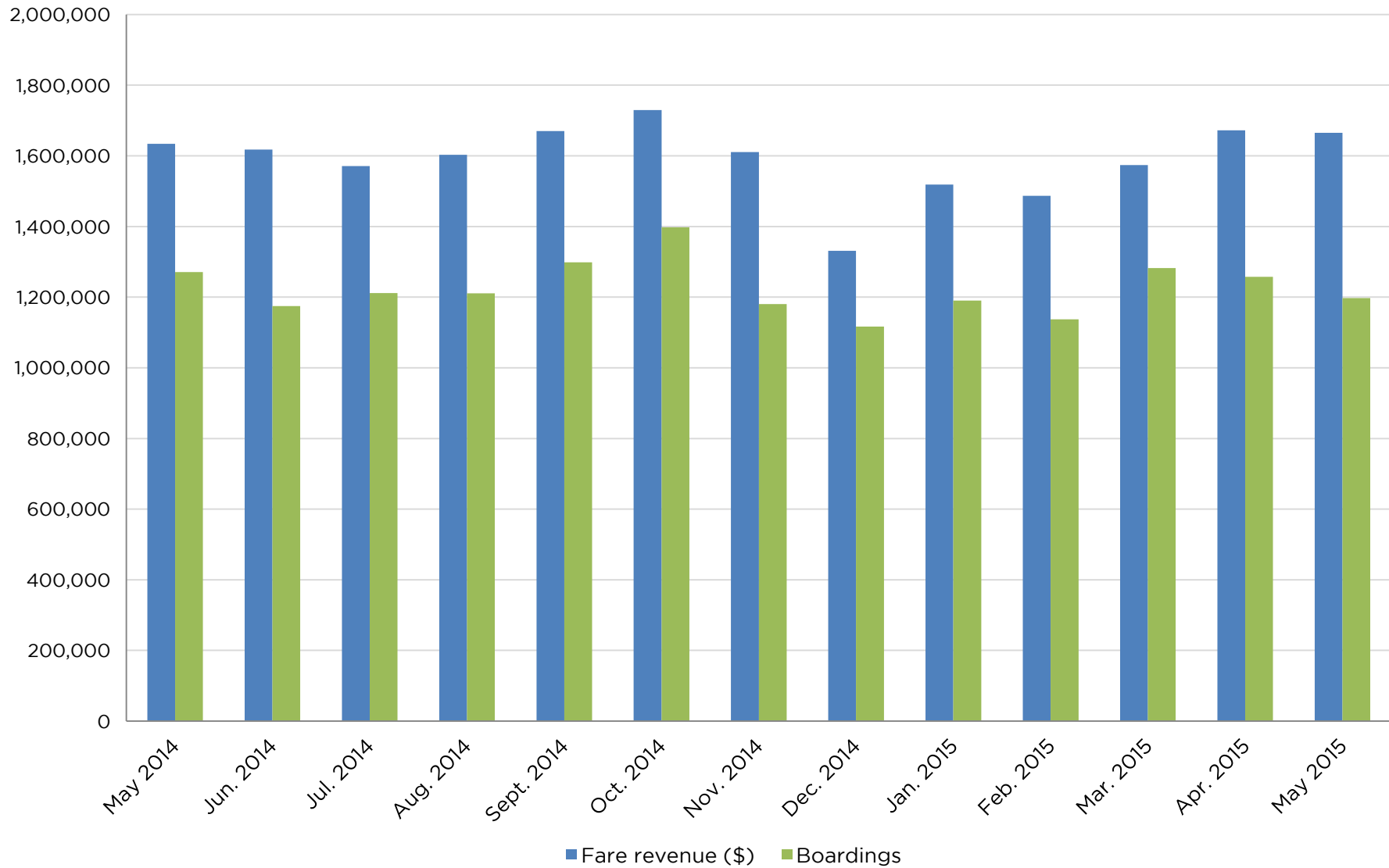
Doran J. Barnes
Executive Director

Attachment A
Foothill Transit
Key Performance Indicators
May 2015

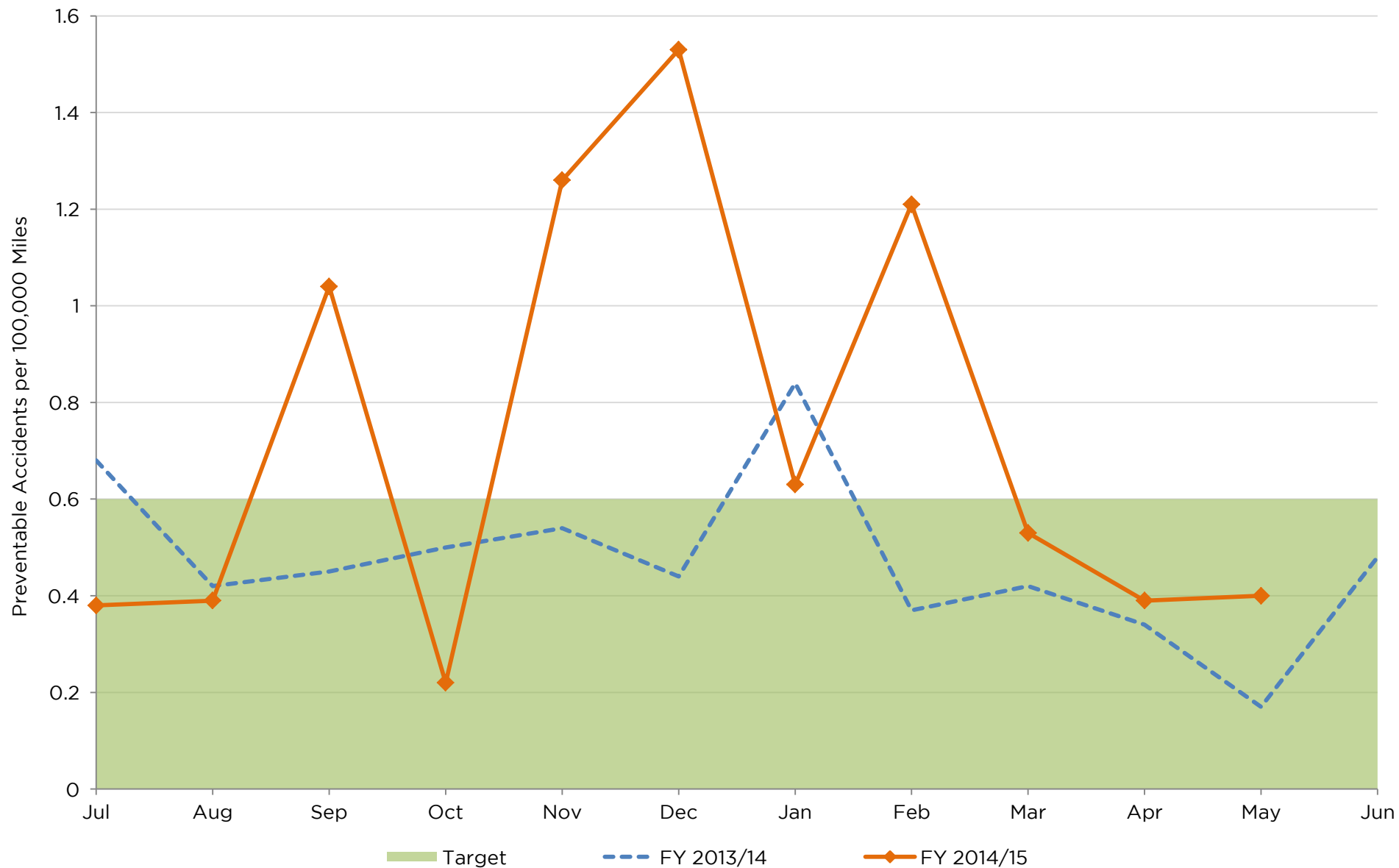
Goal	Performance Indicator	Attachment	May 2015	Met Target?	May 2014	% Improvement Over May 2014	FY 2015 YTD	Met Target?	FY 2014 YTD	% Improvement YTD	Performance Target
Overall System Performance	Total Boardings	B	1,197,487	-	1,271,246	(6%)	13,481,200	-	13,347,459	1%	
	Vehicle Service Hours		63,100	-	59,554	6%	695,406	-	643,720	8%	
	Total Fare Revenue	B	\$1,665,305	-	\$1,634,226	2%	\$17,431,917	-	\$17,277,901	1%	
	Total Operating Expense		\$5,642,628	-	\$5,717,791	1%	\$64,962,619	-	\$59,218,228	(10%)	
Safety	Preventable Accidents per 100,000 Miles	C	0.40	Yes	0.17	(137%)	0.72	No	0.47	(53%)	≤ 0.60
Customer Service	Schedule Adherence	D	85.7%	Yes	81.6%	5%	83.0%	No	78.0%	6%	≥ 85%
	Miles Between Mechanical Service Interruptions	E	24,030	Yes	24,147	(0%)	27,463	Yes	17,401	58%	≥ 15,000
	Complaints per 100,000 Boardings	F	14.20	Yes	12.74	(11%)	16.56	No	15.15	(9%)	≤ 15.00
	Average Hold Time (Seconds)	G	16	Yes	16	2%	24	Yes	33	28%	≤ 45
Effectiveness	Boardings per Vehicle Service Hour	H	19.0	No	21.3	(11%)	19.4	No	20.7	(7%)	≥ 19.5
	Average Weekday Boardings	I	49,274	Yes	51,215	(4%)	49,240	Yes	48,691	1%	≥ 48,900
Efficiency	Farebox Recovery Ratio	J	29.51%	Yes	28.58%	3%	26.83%	Yes	29.18%	(8%)	≥ 24.65%
	Average Cost per Vehicle Service Hour	K	\$89.42	Yes	\$96.01	7%	\$93.42	Yes	\$91.99	(2%)	≤ \$101.48

Red = did not meet target

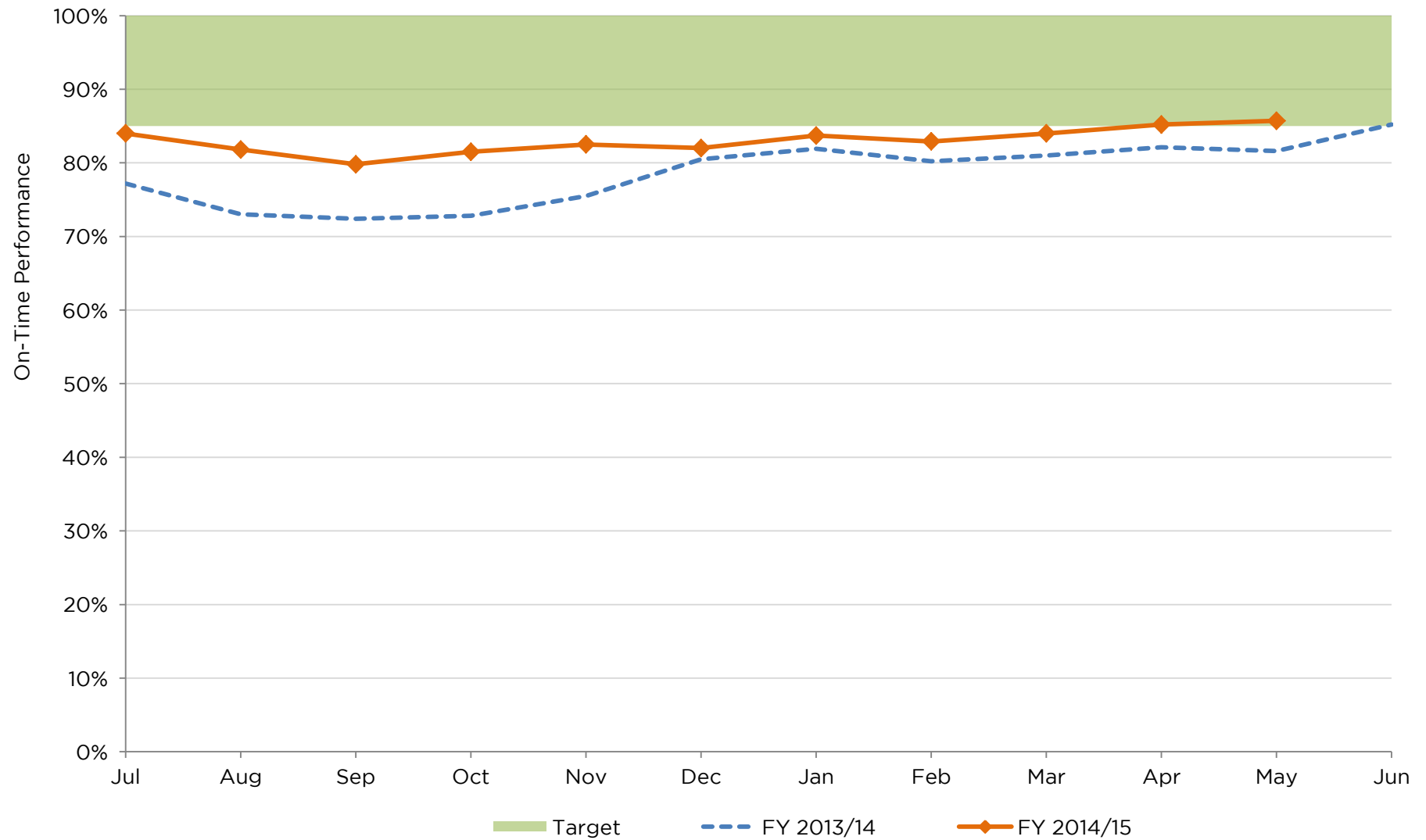
Attachment B: Total Boardings and Fare Revenues



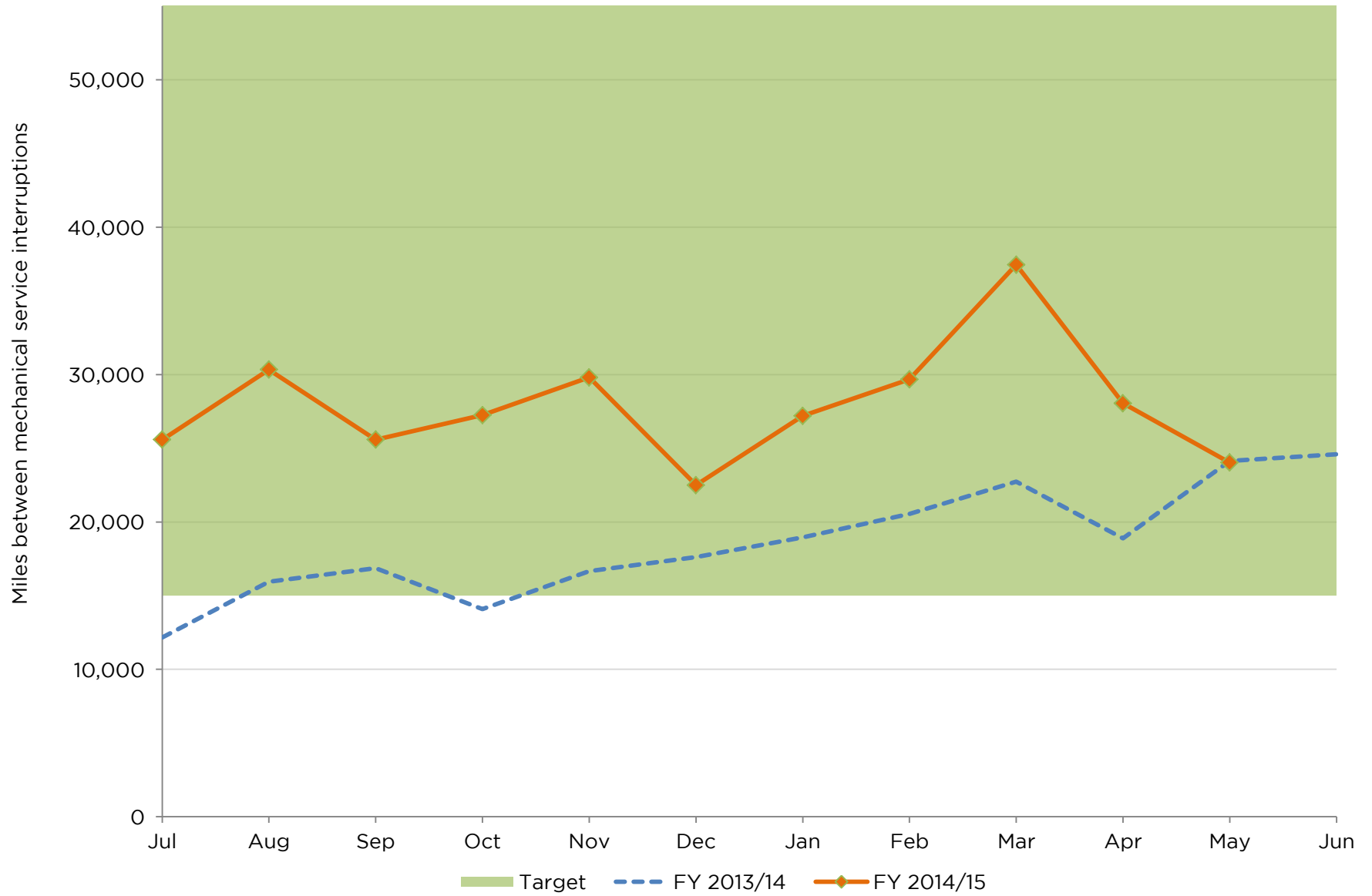
Attachment C: Preventable Accidents per 100,000 Miles



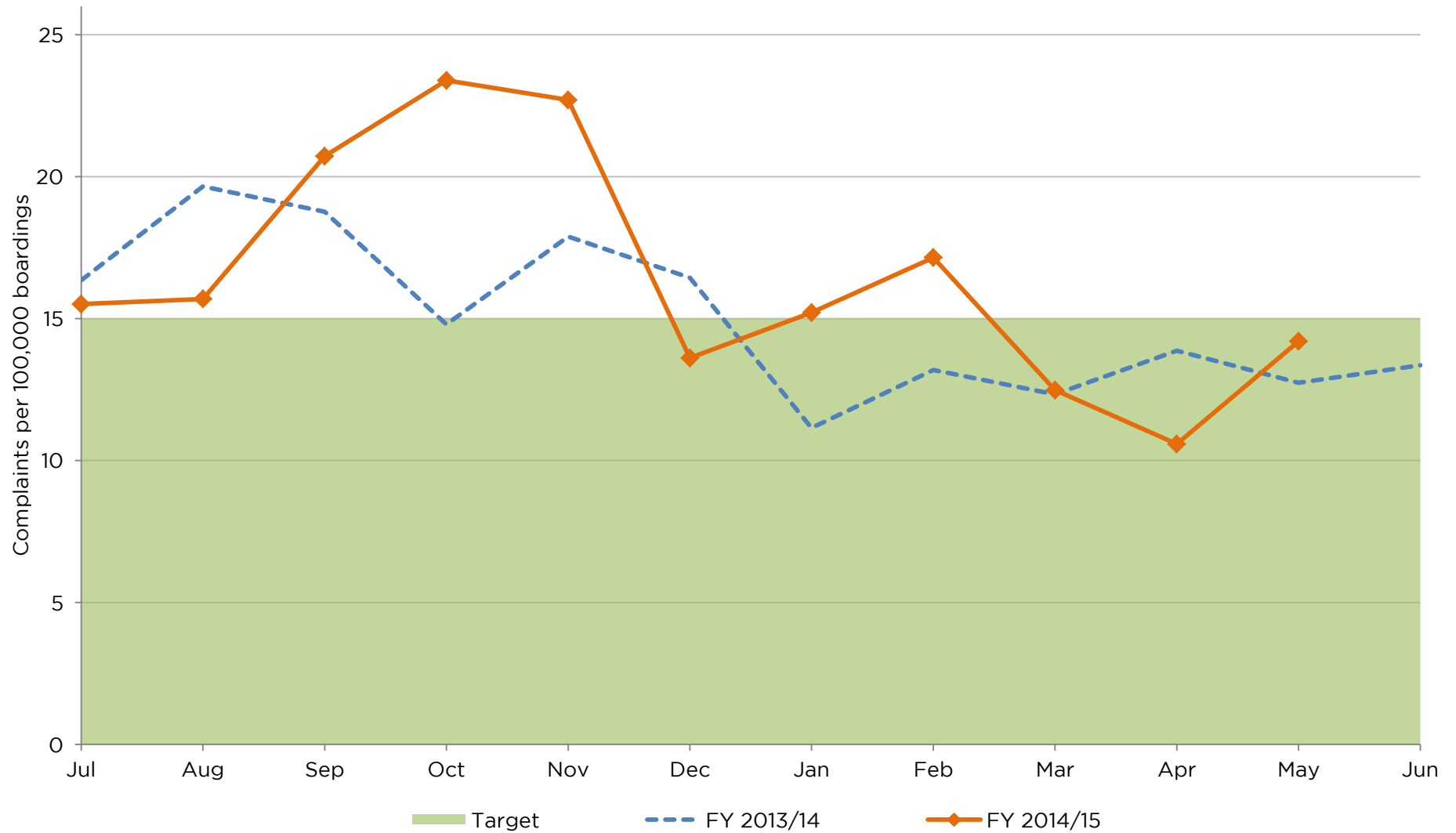
Attachment D: Schedule Adherence



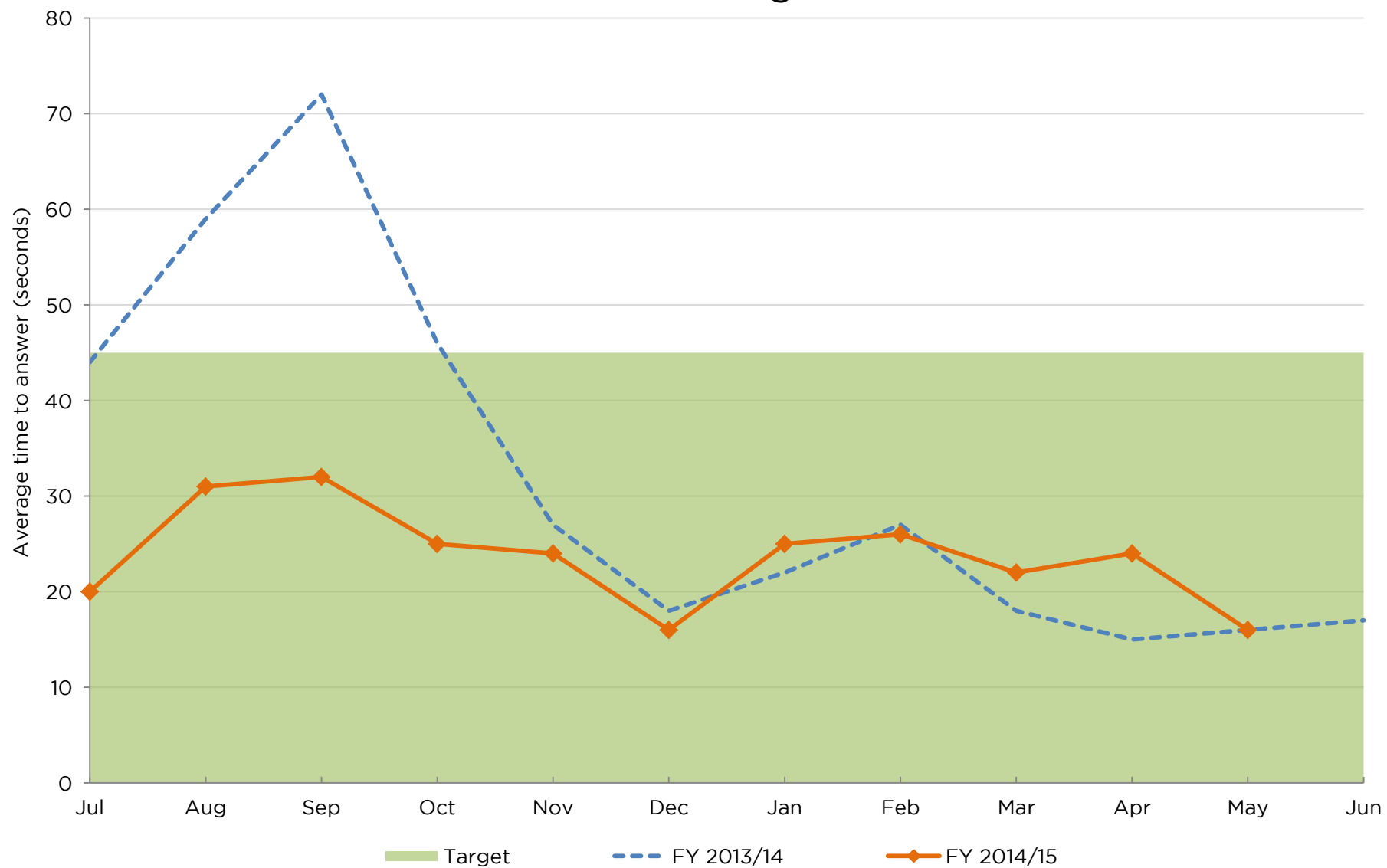
Attachment E: Average Miles Between Service Interruptions



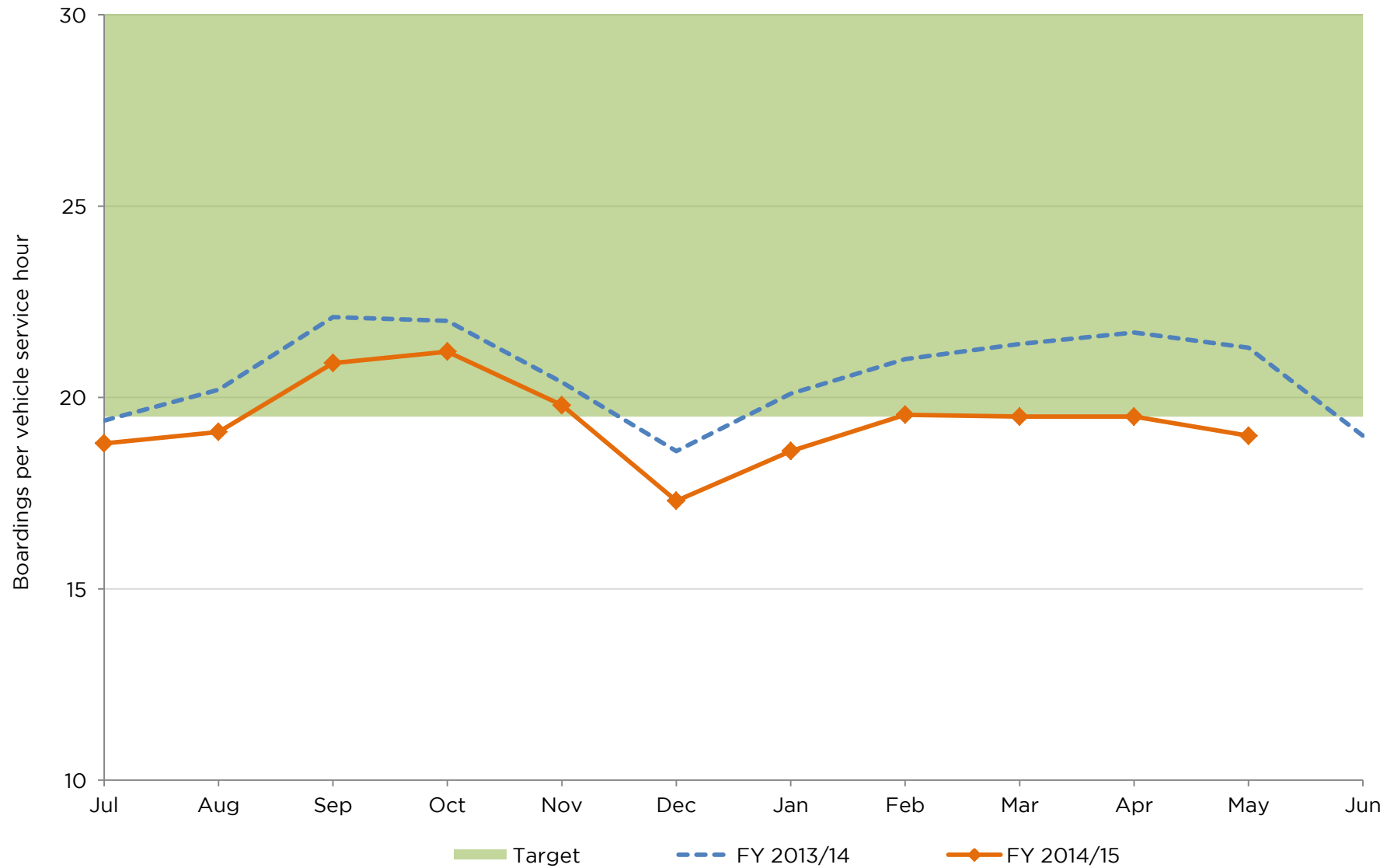
Attachment F: Complaints per 100,000 Boardings



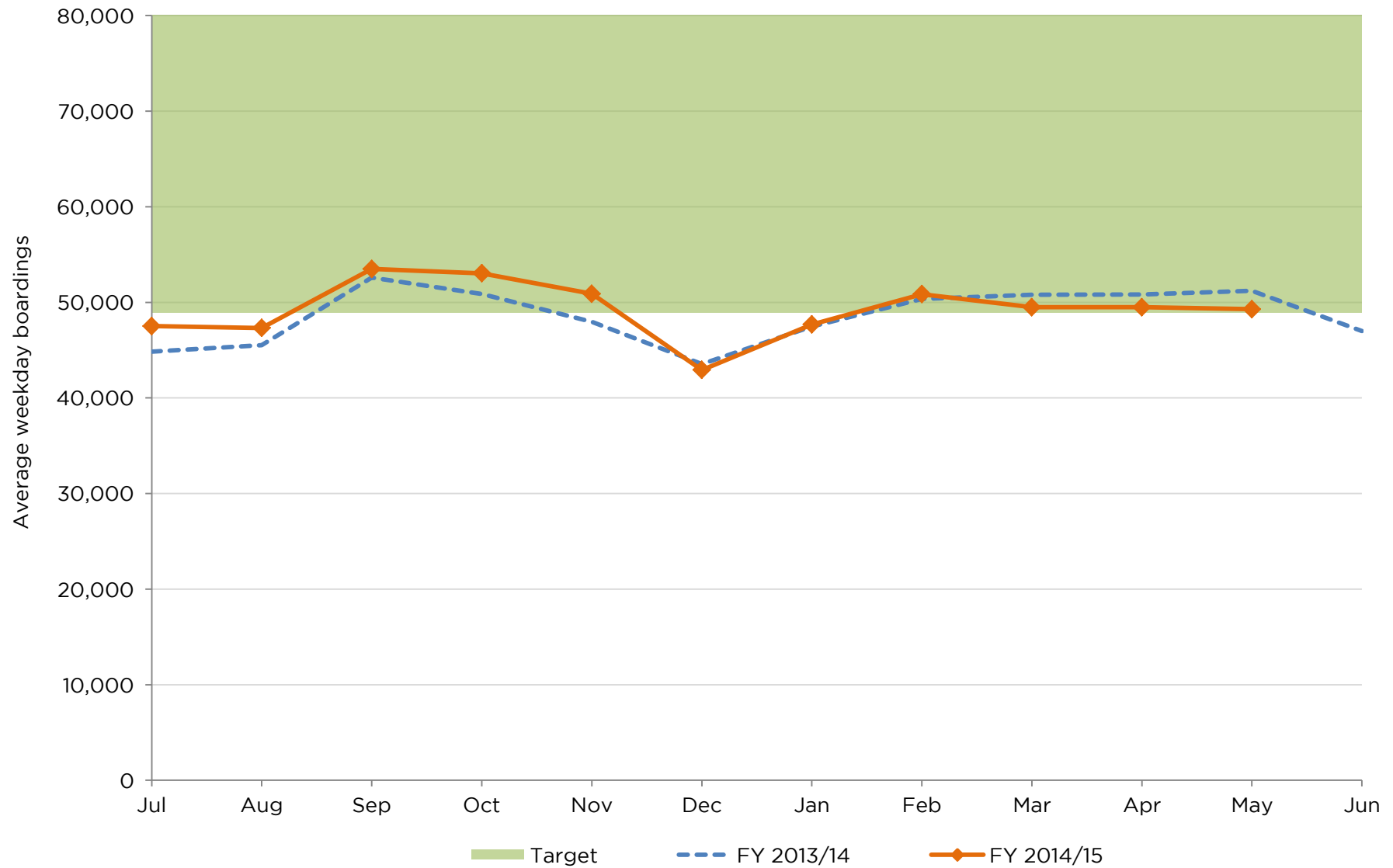
Attachment G: Average Hold Time



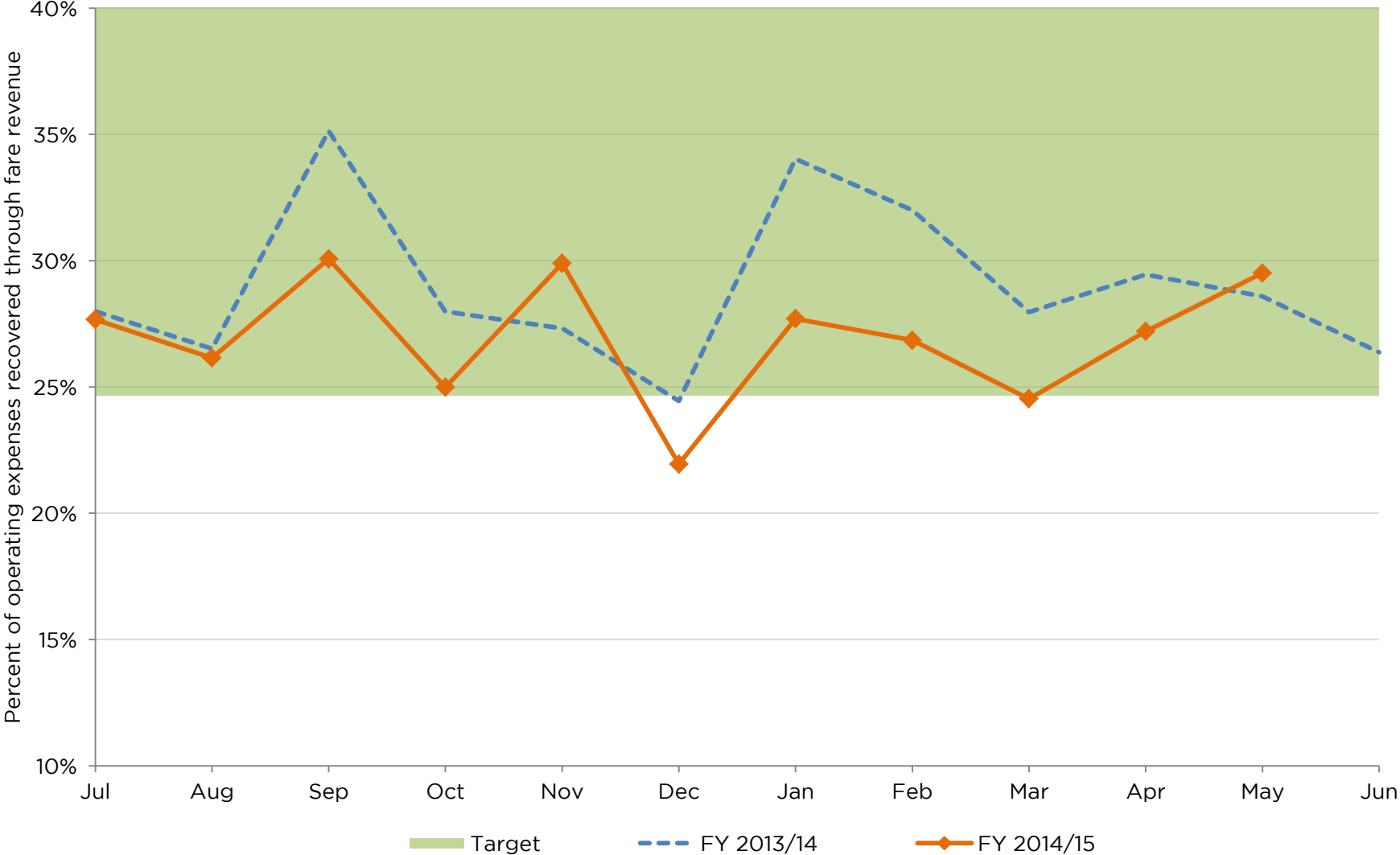
Attachment H: Boardings per Vehicle Service Hour



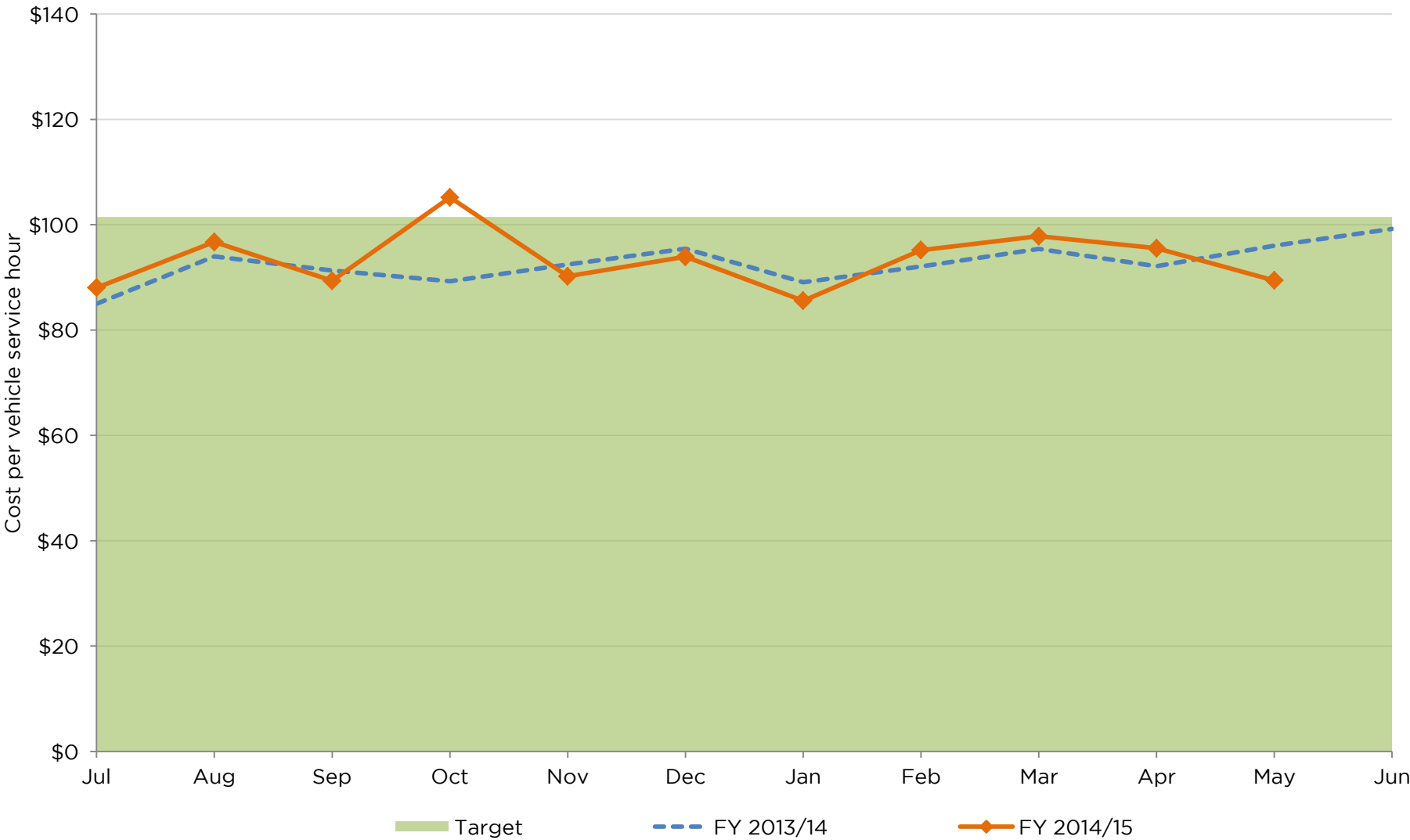
Attachment I: Average Weekday Boardings



Attachment J: Farebox Recovery Ratio



Attachment K: Average Cost per Vehicle Hour



Attachment L
Foothill Transit
Operations Report
May 2015

Goal	Performance Indicator	May 2015	Met target?	May 2014	% Improvement Over May 2014	FY 2015 YTD	Met target?	FY 2014 YTD	% Improvement YTD
Operations	Average Fare per Boarding	\$1.39	Yes	\$1.29	8%	\$1.29	No	\$1.29	(0%)
	Average Cost per Boarding	\$4.71	Yes	\$4.50	(5%)	\$4.82	Yes	\$4.44	(9%)
	Average Subsidy per Boarding	\$3.32	Yes	\$3.21	(3%)	\$3.53	Yes	\$3.14	(12%)
	Total Vehicle Miles	1,249,578	-	1,183,224	6%	13,951,222	-	12,772,551	9%
	Vehicle Service Miles	920,886	-	910,356	1%	10,202,146	-	9,754,978	5%
	Total Vehicle Hours	83,404	-	80,175	4%	932,425	-	858,521	9%
	In-Service Speed (mph)	14.6	-	15.3	(5%)	14.7	-	15.2	(3%)
	Boardings per Vehicle Service Mile	1.30	-	1.40	(7%)	1.32	-	1.37	(3%)